

191—23.13(516E) Procedures for public complaints.

23.13(1) Any member of the public or any federal, state, or local official may make and file a complaint with the administrator. The administrator shall process each complaint made against any provider which alleges certain acts or practices which may constitute one or more violations of the Act or this chapter. Complaints received from sources outside the state of Iowa shall be processed in the same manner as those originating in Iowa.

23.13(2) Complaints may be mailed or delivered to the following address: Regulated Industries Unit, Securities Bureau, 340 Maple Street, Des Moines, Iowa 50319-0066.

23.13(3) All complaints shall be made in writing and shall fully identify the complainant by name and address. If required by the administrator, complaints shall be made on forms prescribed and provided by the administrator.

23.13(4) Oral or telephone communications may not be considered or processed as complaints. However, any member of the administrator's staff may make and file a complaint based upon information and belief in reliance upon oral, telephone, or written communications received by the administrator.